

FAMILIES FORWARD

DIGNITY • EMPOWERMENT • HOPE

Job Title: Operations Assistant

Reports to: Director of HR

Education Requirement: High School Diploma, some college preferred

Experience Requirement: Minimum of 1 year in an administrative work environment

Position is: Non-exempt, part-time 24-30 hours per week as required by the organization

Job Summary:

Primary responsibility will be to provide administrative, office, project and volunteer support to the Director of HR, Volunteer Manager and Affordable Housing Department to advance and achieve the objectives of Families Forward.

Essential Job Duties:

Operations (20% of time spent)

- Provide operational support and other general office duties as requested.
- Coordinate scheduling and set up for the training room, conference room and other agency facilities including lunches and meetings.
- Coordinate, order and stock supplies monthly.
- Maintain scheduler and kitchen calendar.
- Oversee that donations are recorded and valued for the monthly in-kind package. Prepare in-kind package for the finance department.
- Monitor upkeep of public spaces within facilities, including copy room. Report preventative maintenance concerns to Property Manager.

Client and Volunteer Support (35% time spent)

- Provide support to the front desk and food pantry volunteers assisting with client inquiries and resources as needed.
- Assist with donations, guests and clients through the front desk.
- Assist with seasonal programs, community wide food drives and other projects in collaboration with Community Resource Coordinator, Volunteer Coordinator and Volunteer Manager.
- Update and maintain resource materials for the front desk and food pantry.
- Assist with data entry as needed.
- Assist with volunteer trainings, orientations and on-going support with the Volunteer Management Software
- Assist with volunteer scheduling.
- Data entry support for collection of program data

Housing: (35% of time spent)

- Assist Property Manager in completing required documentation for units leased by families.
- Maintain property files and assist in data entry and property management software support.
- Coordinate HOA files, notices, and response letters.
- Value and record in-kind donations for donated household inventory goods.

Special Projects/Other Duties as Assigned: (10% of time spent)

- Assist with seasonal programs, community wide food drives and other additional projects.

Additional Qualifications:

- Maintain valid California Driver License and State-mandated Auto Insurance.

Note: This job description is not designed to cover or contain a comprehensive listing of activities, duties or responsibilities that are required of the employee. Management reserves the right to assign or reassign duties and responsibilities to this job at any time.